eCommunications Update

Presented to State of Kansas

October 2013

What's new for State of Kansas employees?

Enhancements to Coventry's eTools better enable state employees to control their health and benefits experience:

- My Online Services℠
- My Cost of Care – Treatment Cost Calculator
- Coventry® Mobile

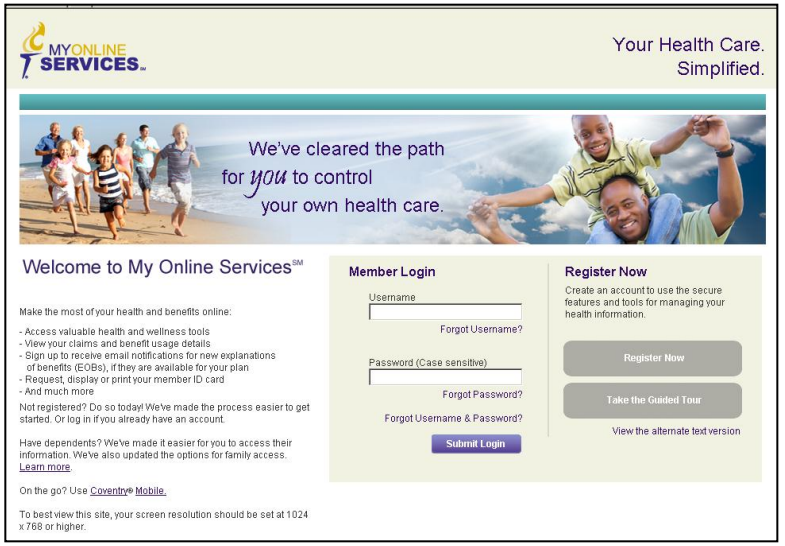
COVENTRY Health Care

My Online Services℠

August 2012 Enhancements

December 2012 Enhancements

May 2013 Enhancements



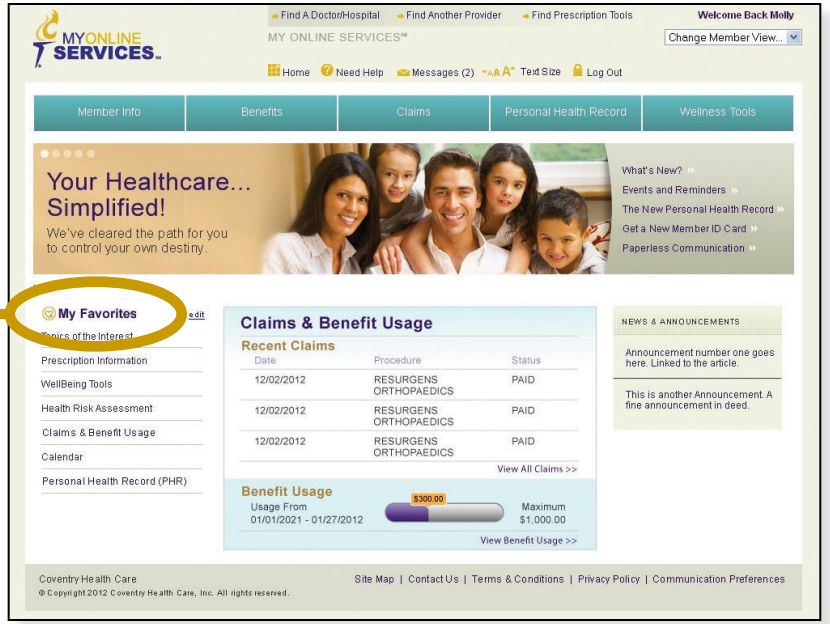
https://member.cvty.com

My Online Services

August 2012 Enhancements:

- New website design:
  - More intuitive user interface with less clicks and less scrolling
  - Customizable home page built around a dashboard view of the member's personal health record
  - New "My Favorites" section
  - New layout on key pages (i.e., Claims and EOBs, Health Information Library and Interactive Tools Page, etc.)

- New marquee panels:
  - Topics include Coventry Mobile, Go Paperless, Family Access Settings, and two health topics



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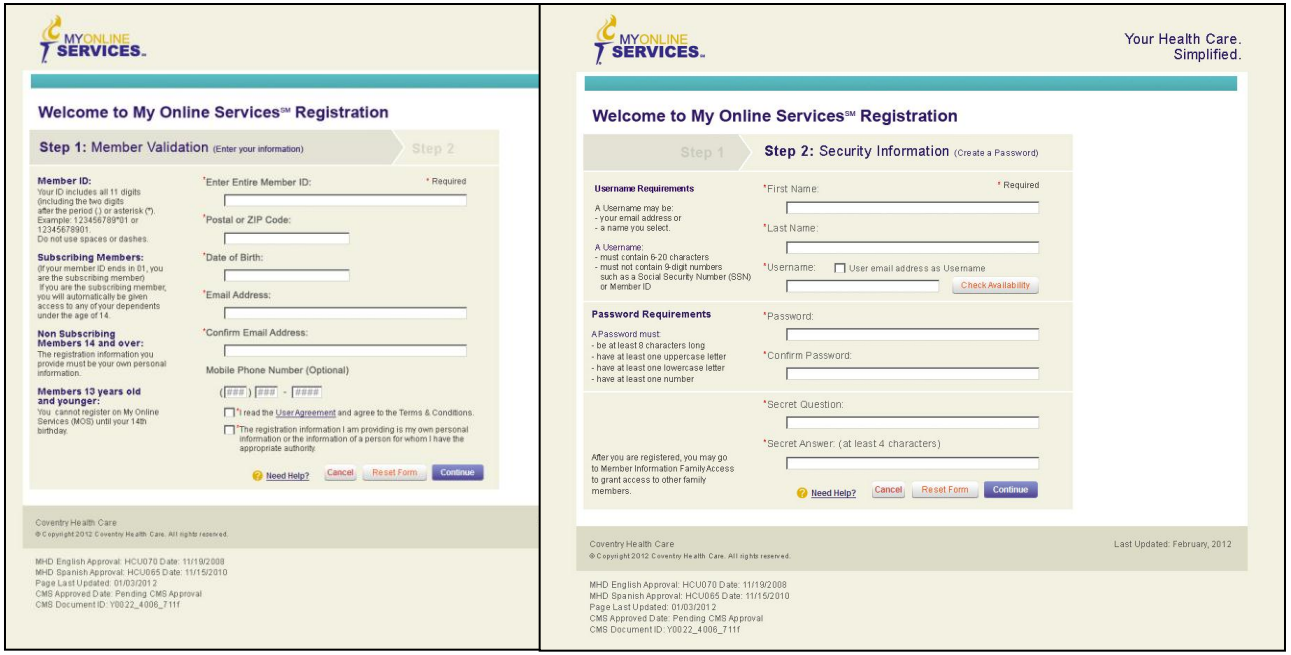
My Online Services (cont.)

December 2012 Enhancements:

- Registration is now a 2-step process (instead of 3)
- Full online access to all dependents under the age of 14
  - View only access is eliminated
- New employees can now register before their effective date



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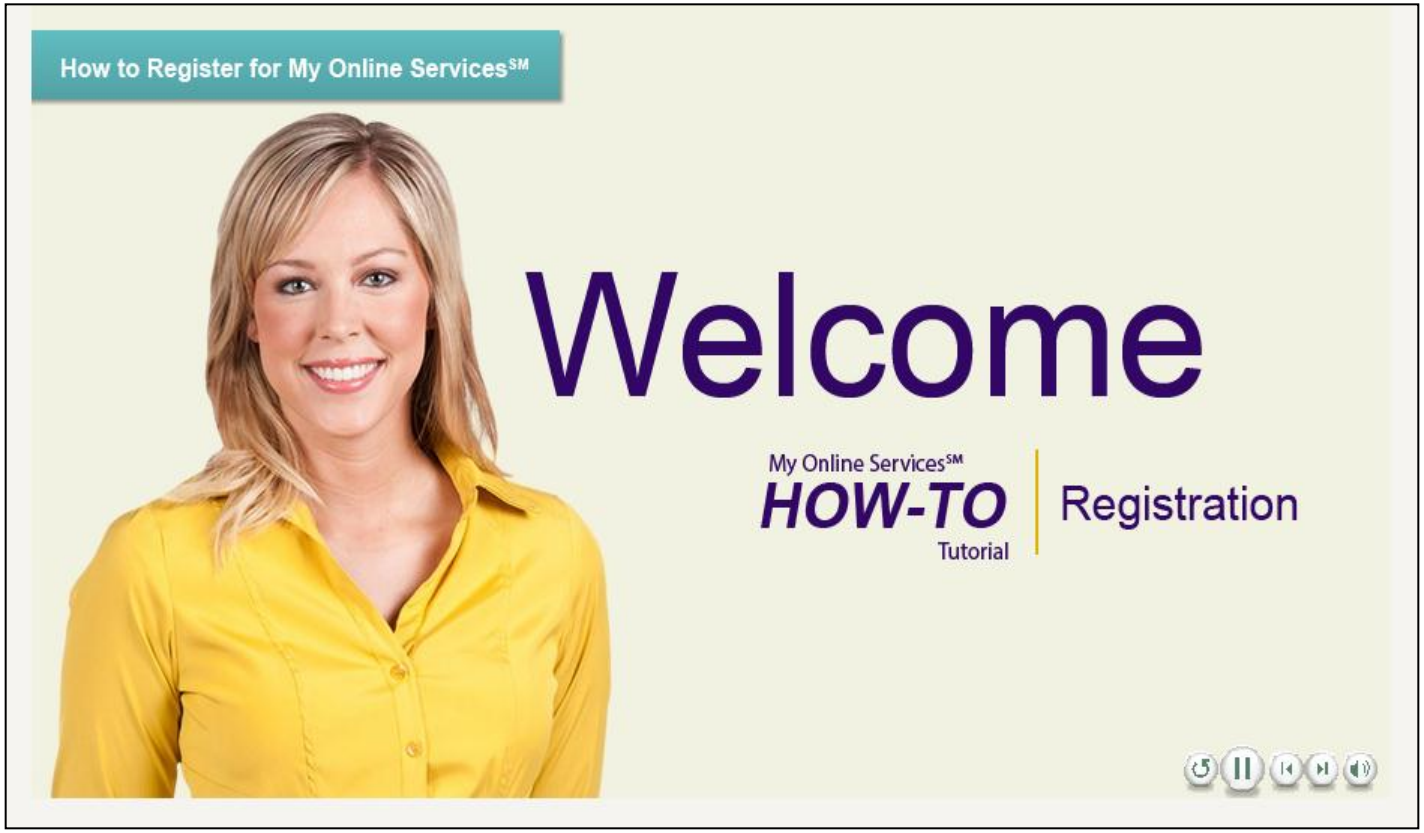
My Online Services (cont.)

As of May 2013:

- New registration “How-To” video available on the login page



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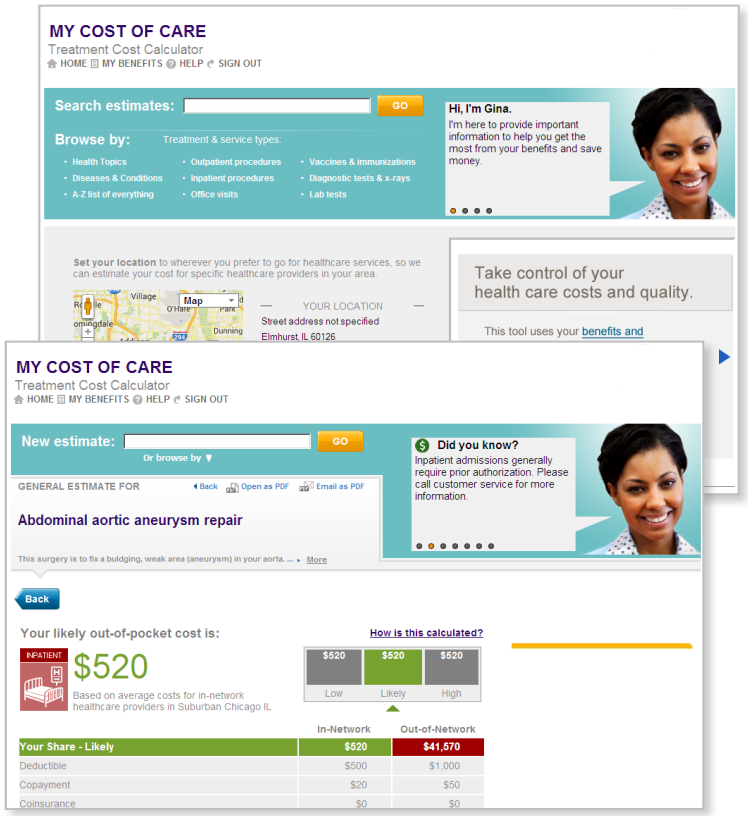
My Cost of Care – Treatment Cost Calculator

Wellness Tools > My Cost of Care

- November 2013
- Improves current My Cost of Care tool
- Accessible through My Online Services
- Personalized, real-time cost estimates for most common conditions and procedures
  - Cost estimates for over 300 health care services
  - 12 months of historical Coventry claims/provider data
- Estimate out-of-pocket costs based on member-specific benefits, copay, coinsurance, deductible and out-of-pocket limits
- Providers can view allowed health plan amount paid for procedures and member responsibility



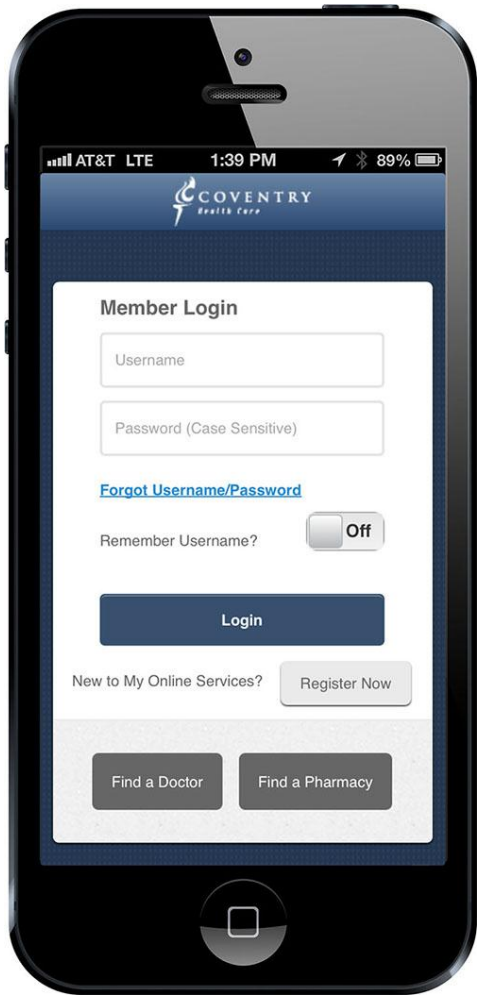
COVENTRY Health Care

Coventry® Mobile App

August 2012 Enhancements

September 2012 Enhancements

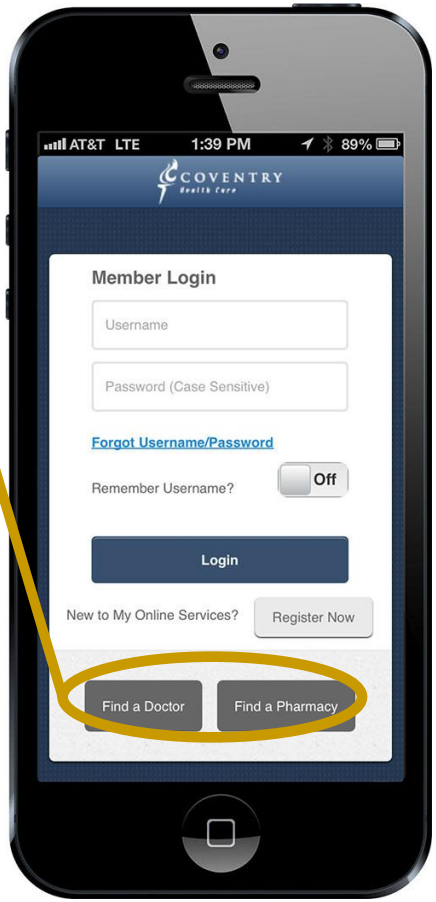
January 2013 Enhancements

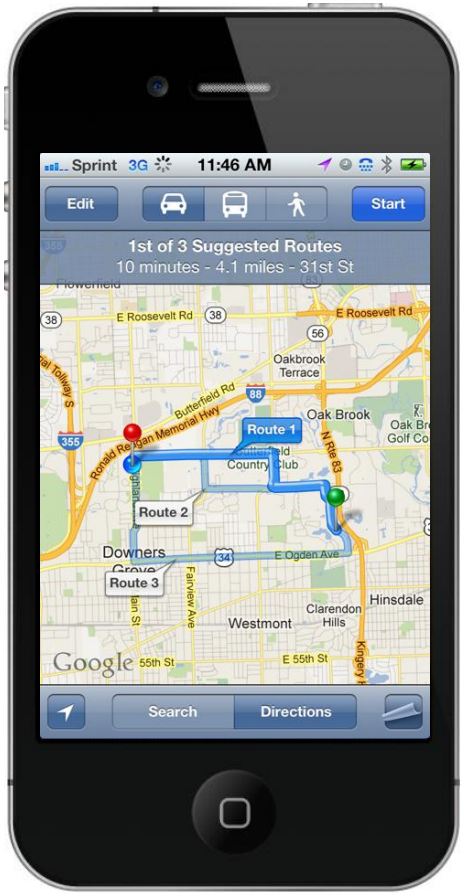


Coventry Mobile Enhancements

August 2012 Enhancements:

- Provider search:
  - Available without needing to register or log in!
  - Enter location by using the smartphone's GPS or by ZIP Code
  - Search by name, condition, specialty or procedure type
  - Sort preferences based on name or distance
  - View address info and a map with optional driving directions
  - Dial a participating provider direct
- Ability to register on the app
- Added more choices to My Health Record:
  - Family history
  - Medical procedures





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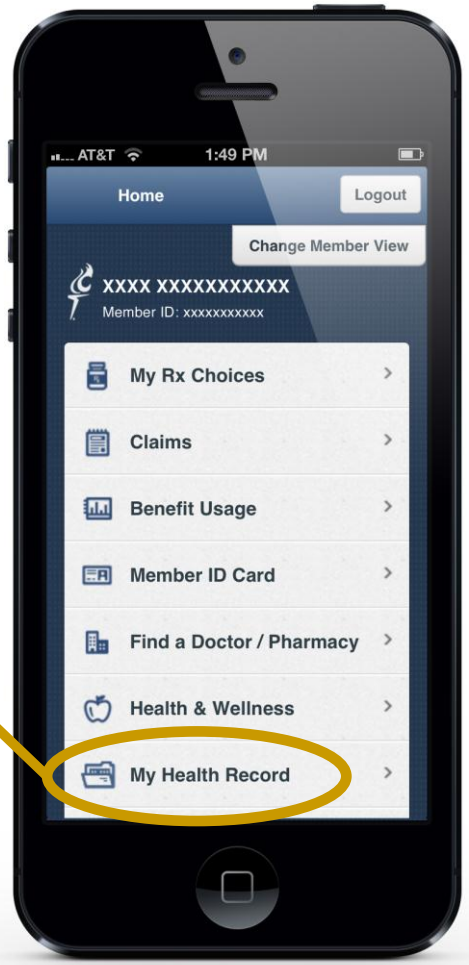
Coventry Mobile Enhancements (cont.)

September 2012 Enhancements:

- Check medical claim status and view detailed summaries
- Change member view
- Ability to update My Health Record info through the app:
  - Current medications
  - Allergy and immunization details
  - Etc.



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Coventry Mobile Enhancements (cont.)

January 2013 Enhancements:

Health and Wellness:

- Symptom Checker:
  - Select who has the problem
  - Answer a series of questions related to the problem area (e.g., head, chest, arms, etc.)
  - View suggested treatment information
- Conditions and Wellness:
  - Enter a search term or filter (a to z) to find information
  - Learn based on:

    Definition

    Symptoms

    When to call a doctor

    Exams and tests

    Prevention

    Home treatment

    Medications

    Surgery

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Coventry Mobile Enhancements (cont.)

Reminder: State of Kansas employees have secure access to their health and benefits information anytime, anywhere!

- Free to use and it's simple to register*
- The app is compatible with:
  - Android™ smartphones with OS 2.2 or later, and tablets with OS 3.0 and later
  - iPhone®, iPad® and iPod touch® with iOS version 5.1 or later
- It's easy to get started:
  1. Scan the QR code
  2. Search for "Coventry" in the App Store℠ or Google Play™
  3. Enter m.cvty.com in a mobile Web browser

*Username and password are the same on the app and My Online Services.

COVENTRY Health Care

COVENTRY
Health Care